

FIG. 1

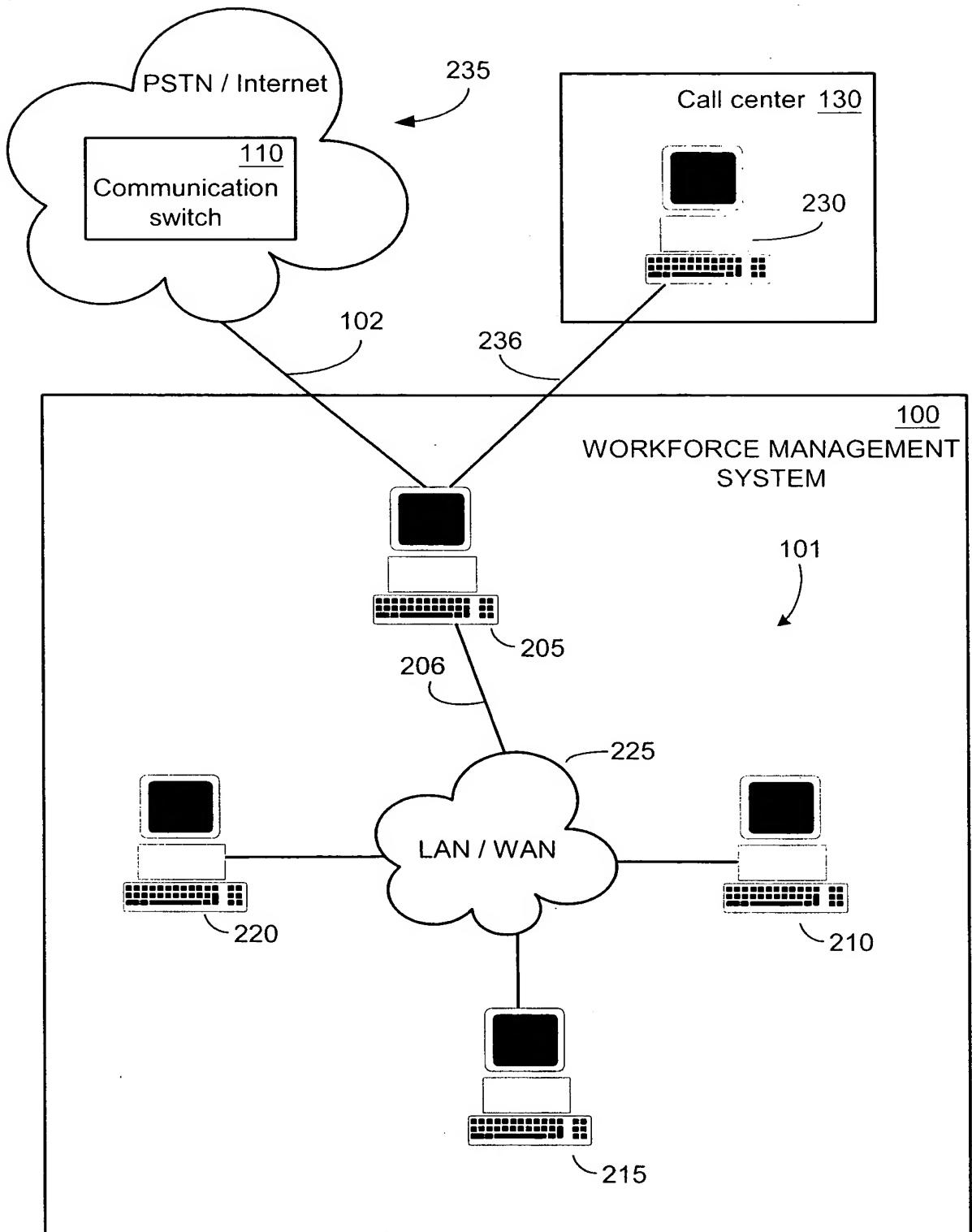
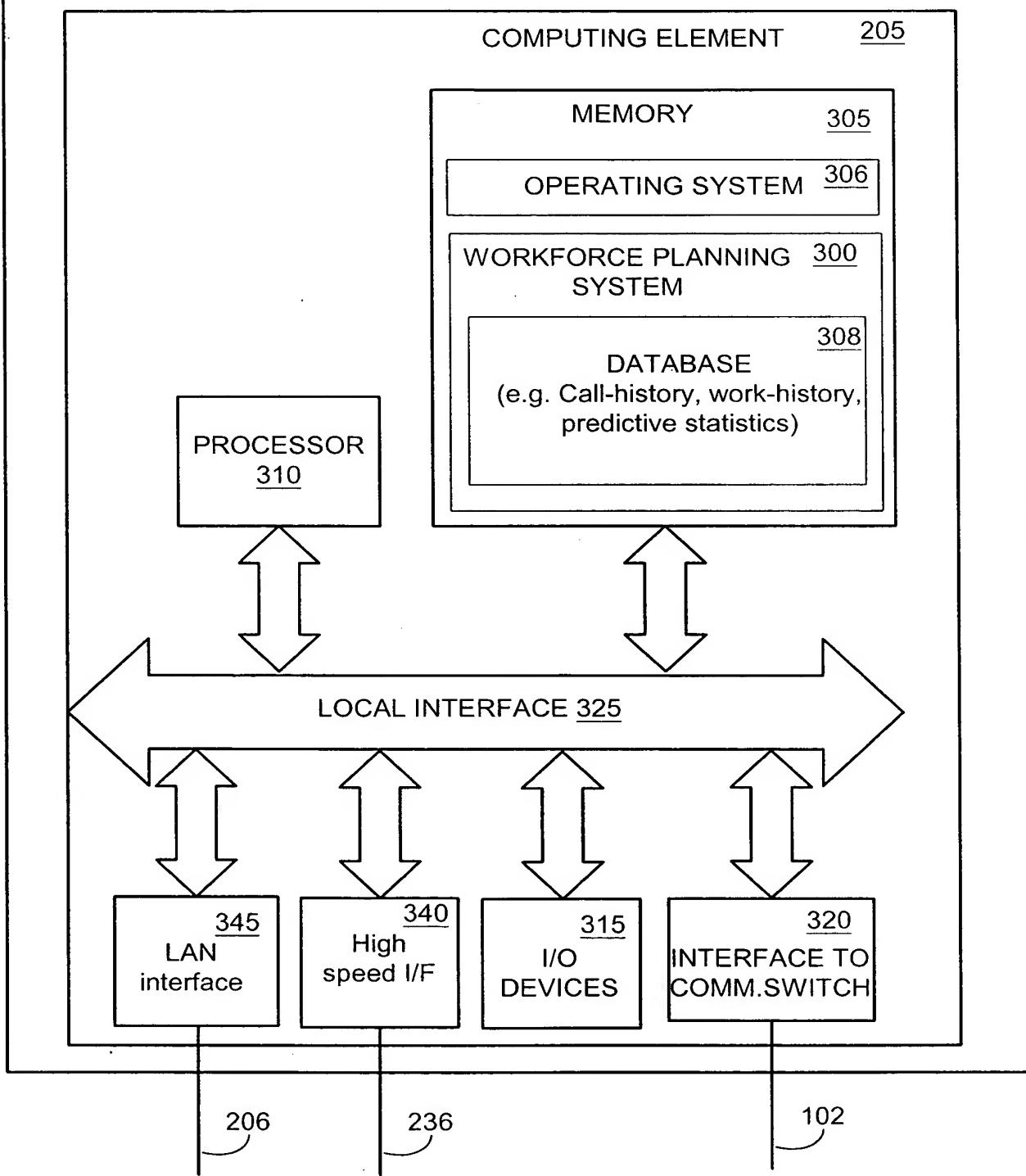


FIG. 2

**FIG. 3**

COMMUNICATION SWITCH

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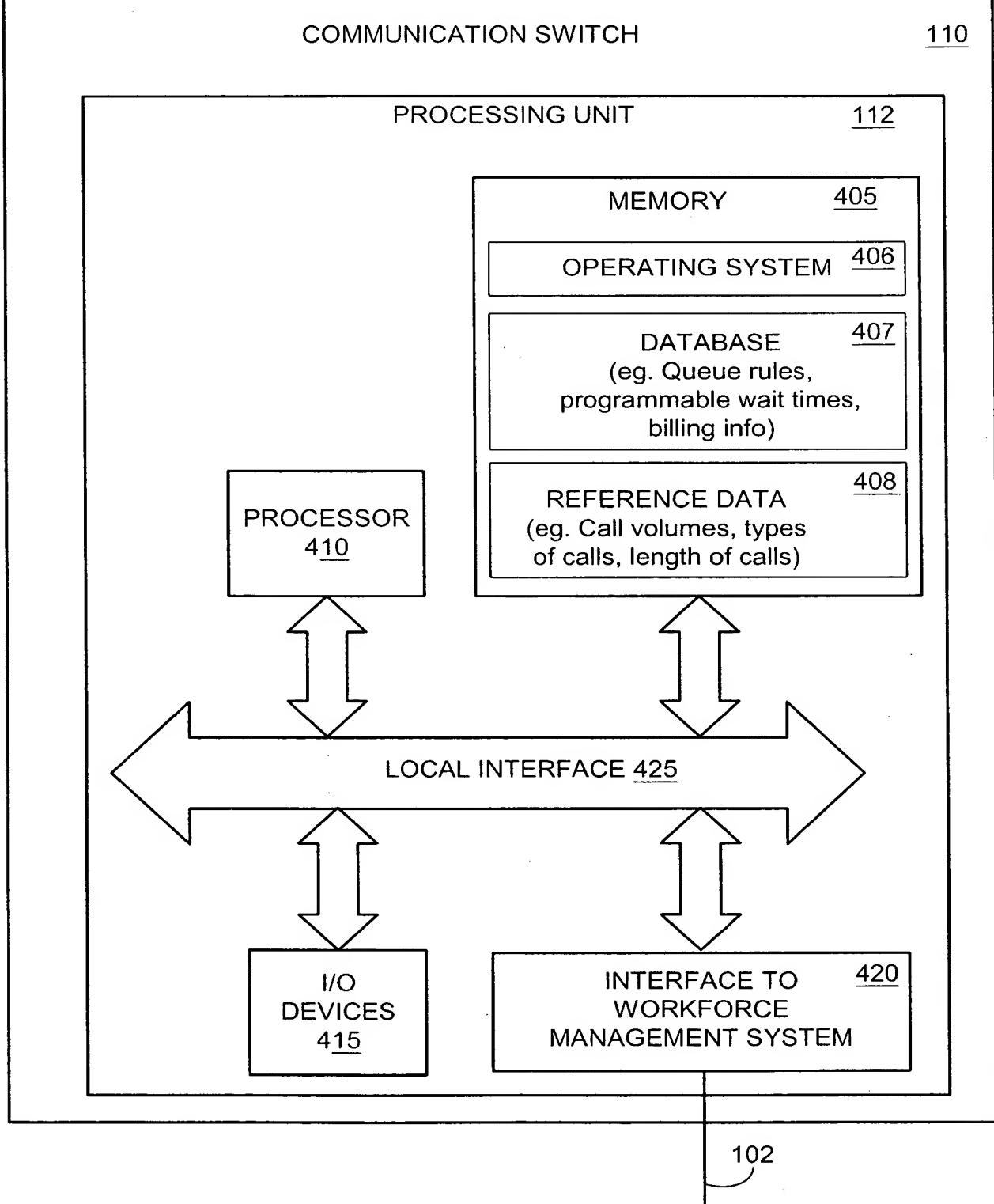
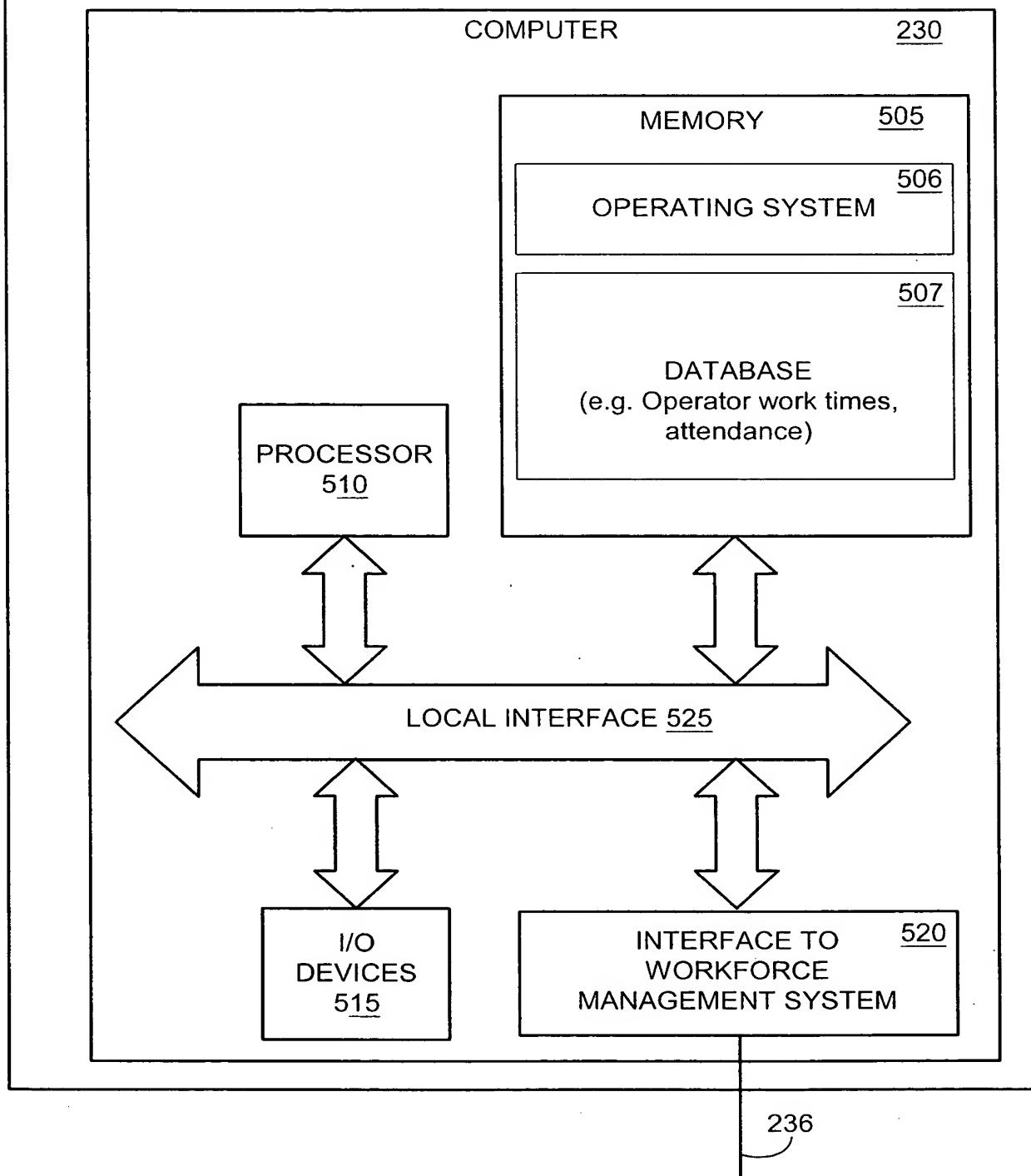


FIG. 4

**FIG. 5**

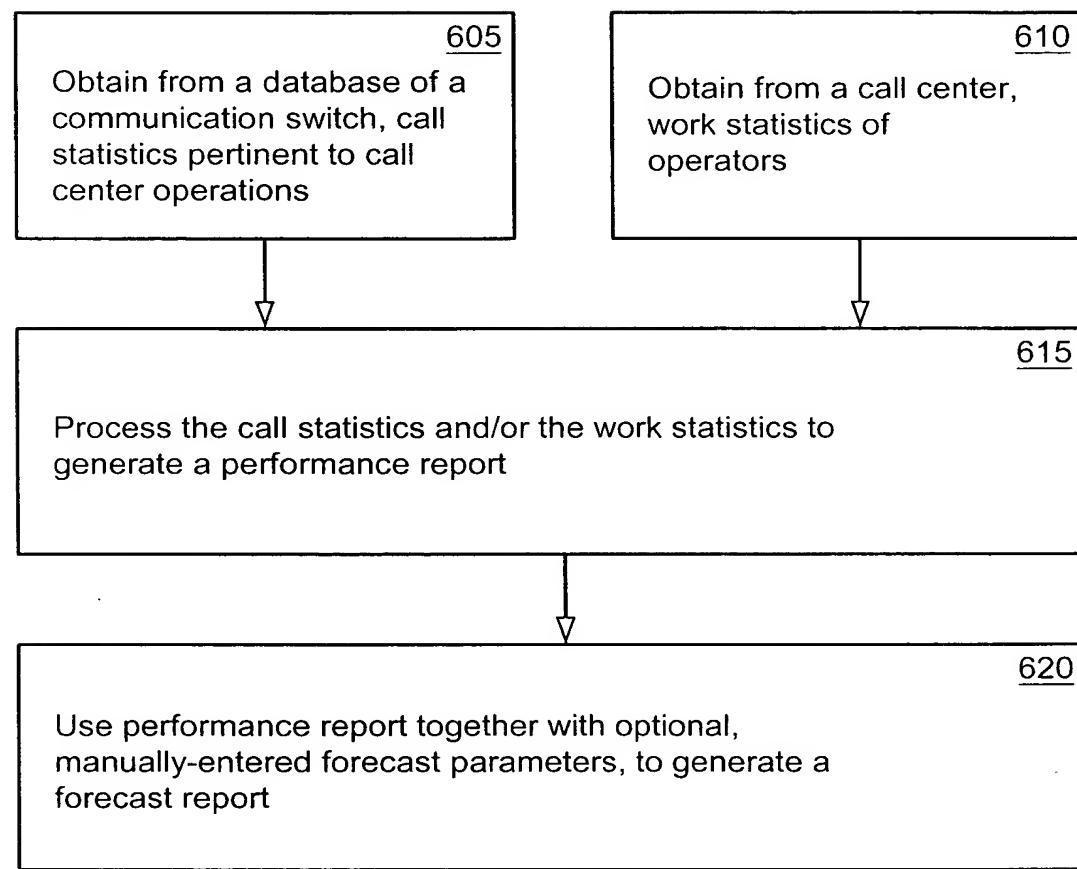


FIG. 6

705 710 720 725 730 735 740 745

	Apr 03 ACT	May 03 ACT	Jun 03 ACT	Jul 03 ACT	Aug 03 ACT	Sep 03 EST	Oct 03 EST	Nov 03 EST
CALL VOLUME	113321					89018		
ACT WORK TIME	28.45					32.91		
ACT WORK VOLUME	32241					29296		
ACT CCS/BDHR	32.16					32.50		
OCCUPANCY	89.33%					90.28		
ACT BD HRS	1002.63					901.41		
OPER BD HR	1002.63					901.41		
OPR REQUIRED								
SUPV HRS								
PCT SHR								
MGTH HRS								
PCT MGTH								
SUPV+RC+M HR								
PCT SRCM								
TOTAL HRS	1306.21					1402.97		
AVG TOUR LEN	8.02					8.00		
EMPLOYEES REQD	162.87					175.37		
AVG SATURDAY								
EMPLOYEE SAT								
PCT EMPASA								
AVG SUNDAY								
EMPLOYEE SUN								
PCT EMPASU								
AVG HOLIDAY								
EMPLOYEE								
AVG BUS DAY								
DAY OFF REL								
TOTAL EMP REQD								
EQV BUS DAY								
INC ABS-PAID								
MSC ABS-PAID								
EXCUSED TIME								
DESIGNAT HOL								
HOLP/BUS DAY								
TOT EMP-VAC								
VACATIONS+VH								
TOT FORCE RE								
FORCE + OR								
AVG BUS DAY								
TOT FORC AVL								
EQV BUS DAY								
EMP-STRT PER								
ADDS-ENG AQED								
ADDS-OTHER								
DEDUCTIONS								
EMP-END PER								

FIG. 7